

COUNSELING SERVICE AGENT

The Employment Development Department (EDD) is committed to quality customer service. Therefore, we have a group of staff available to respond to your requests to update your clients' employer accounts with the appropriate mailing addresses or updating your clients' employer account based on the *Power of Attorney Declaration* (DE 48) (POA) to add, rescind, or revoke the current POA relationship.

REQUIREMENTS FOR COUNSELING SERVICE AGENT

The only requirements a Counseling Service Agent must meet in order to utilize this service, are as follows:

- Send EDD a current listing of all your clients, to include each employer name, employer account number, and employer mailing address in order to add your name to your clients' accounts.
- File a properly signed POA for each of your current clients.
- File a POA whenever adding, rescinding, or revoking a POA, or if requesting to change a client's mailing address for benefit or tax purposes.
- Complete a *Counseling Services Agent Registration Form* (DE 974A) and indicate whether you are interested in filing electronically via Electronic Data Interchange (EDI).

Note: If an employer (client) has more than one business location, the same agent must service each place of business.

BENEFITS TO THE COUNSELING SERVICE AGENT

The benefits of being a recognized Counseling Service Agent with EDD are:

- Your POA requests are processed on a priority basis.

- Your POA requests are processed by EDD's Counseling Service Desk representatives who are familiar with your special needs as well as familiar with POAs.

IF YOU ARE READY TO REGISTER WITH EDD AS A NEW COUNSELING SERVICE AGENT

Complete the DE 974A and return it with your current client listing and POAs. Upon receipt of these items, it will take approximately one week for you to begin receiving your clients' Unemployment Insurance (UI) mailings.

HOW TO CONTACT THE COUNSELING SERVICE DESK FOR SPECIFIC ACCOUNT OR POA ISSUES

Counseling Service (CS) Desk Telephone Numbers:

CS Desk Representative: (916) 654-7263
CS EDI Representative: (916) 654-9549

24-Hour Fax Number: (916) 654-9211

To obtain information on how to apply for Electronic Data Interchange, call (916) 464-2323

COUNSELING SERVICES DESK MAILING ADDRESS

Attention: Counseling Service Desk, MIC 28
Employment Development Department
Account Services Group
PO Box 826880
Sacramento, CA 94280-0001

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling (888) 745-3886 (voice) or TTY (800) 547-9565.

This information sheet is provided as a public service and is intended to provide nontechnical assistance. Every attempt has been made to provide information that is consistent with the appropriate statutes, rules, and administrative and court decisions. Any information that is inconsistent with the law, regulations, and administrative and court decisions is not binding on either the Employment Development Department or the taxpayer. Any information provided is not intended to be legal, accounting, tax, investment, or other professional advice.